

Network News

March 2002

DOL and FDIC Offer Money Smart Orientations

The US Department of Labor (DOL) and the Federal Deposit Insurance Corporation (FDIC) are co-sponsoring orientation sessions on their joint financial education initiative, *Money Smart*. This comprehensive 10-module financial education curriculum is designed for adults who are unfamiliar with the basics of banking and who have no traditional banking relationship with a financial institution. The program will be available through the One Stop Centers and will provide financial education to people taking part in Welfare- to-Work and Workforce Investment Act (WIA) programs nationwide. Sessions will be held: March 19, San Diego; March 21,

Riverside; April 3, East Los Angeles; and April 4, South Central Los Angeles. Advance registration is required by March 8, 2002 however, registration forms may be accepted after this date if space is available. A registration form can be obtained by emailing jchism@doleta.gov.

If you have specific questions regarding Money Smart, please contact Jeffrey Chism, USDOL, (415) 975-4796, e-mail: jchism@doleta.gov or Lisa Kanemoto, FDIC, (415) 808-8109, email: likanemoto@fdic.gov.

Please visit wtw.doleta.gov for more information.

Quality WIA Training Provided to Local Areas

The Employment Development Department Workforce Investment Division (EDD/WID) Capacity Building Unit (CBU) continues to offer quality training to assist in the successful operation of Workforce Investment Act (WIA) programs. Classes now being offered include:

One-Stop Two-Step - This workshop offers a creative way to learn about the structure of workforce development, state and local programs, networking skills, multi-tasking, community involvement and available resources. Local Workforce Investment Areas (LWIAs) interested in hosting this workshop may contact Sharon McFarland at (916) 654-9213.

WIA Youth Performance Management Workshop - This one-day course covers the seven youth program core measures and the two Customer Satisfaction performance measures prescribed under the WIA.

WIA Adult and Dislocated Worker Performance Management Workshop - This one-day course covers the eight Adult and Dislocated Worker core measures and the two Customer Satisfaction performance measures prescribed under the WIA. If you are interested in hosting either performance management workshop, please contact Rick Record at (916) 653-5244 or e-mail hrecord@edd.ca.gov.

Developing Youth Advisory Groups in Your Community - Designed for WIA Youth Council members, Workforce Investment Area staff, youth service providers and other practitioners who wish to empower youth to take responsibility for making a difference in themselves and their communities.

LWIAs interested in hosting this workshop may contact Terri Angelo at (916) 653-4471 or e-mail tangelo@edd.ca.gov.

Retention = Success! - This workshop is designed for One-Stop frontline staff who want to increase client job retention. Participants will learn new skills and methods that can be incorporated into their daily routine to promote and increase job retention. Workshop participants also will develop various exit and follow-up strategies and tools to increase performance outcomes. LWIAs interested in hosting this workshop may contact Desi Hayhurst at (916) 654-8282 or e-mail dhayhurs@edd.ca.gov.

You Talkin' To Me? - This fun-filled communication skills workshop is appropriate for anyone working at a One-Stop who has direct customer contact. Topics include: Giving clear instructions, maximizing comprehension, using active listening, and giving feedback. LWIAs interested in hosting this class may contact Becky Maucieri at (916) 657-0210 or e-mail bmaucier@edd.ca.gov.

Customer Service in a WIA One-Stop Center - This one-day workshop is designed for line staff and management. Topics include: Customer service; customer satisfaction goals; internal/external customers; and how to defuse anger. LWIAs interested in hosting this workshop may contact Joy Allender at (916) 654-8782 or e-mail jallende@edd.ca.gov.

For a complete listing of CBU classes visit: www.edd.ca.gov/wiacat.htm. If you would like to attend a CBU class, please call the host contact person listed on the Training Calendar located at: www.edd.ca.gov/wiacal.htm.



MARCH 2002

Monday	Tuesday	Wednesday	Thursday	Friday
				1 <i>Working in the Right Direction--Retention Strategies... California Workforce Assn. Oakland</i> www.calworkforce.org
4 <i>Working in the Right Direction--Retention Strategies... California Workforce Assn. Redding</i> www.calworkforce.org	5 WIA Performance Management-Youth <i>Orange County (714) 567-7521</i> <i>How to be Successful with the Hard-to-Employ... Larry Robbin & CWA Fresno</i> www.calworkforce.org	6 WIA Performance Management-Adult <i>Orange County (714) 567-7521</i> Facilitation Workshop <i>Stockton (209) 468-3505</i>	7	8
11	12 WIA Performance Management-Youth <i>SETA (916) 263-5395</i>	13 Customer Service <i>Long Beach (562) 570-3764</i>	14	15 <i>Youth to Youth to Success, Merced Youth Conference 2002-California Workforce Assn. Merced</i> www.calworkforce.org
18	19 WIA Performance Management-Adult <i>San Diego (619) 744-0370</i> One-Stop Two-Step <i>Visalia-(559) 713-5236</i> <i>Money Smart Orientations-DOL & FDIC San Diego-www.doleta.gov</i>	20 WIA Performance Management-Youth <i>San Diego (619) 744-0370</i>	21 <i>Money Smart Orientations-DOL & FDIC Riverside-www.doleta.gov</i>	22
25	26	27	28	29

*Training in shaded boxes conducted by the Capacity Building Unit - <http://www.edd.ca.gov/wiacat.htm>

Network News

APRIL 2002

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
	11th Annual Spring Conference- California Workforce Assn. <i>San Diego-</i> www.calworkforce.org/calendar.tpl			
		Serving Customers with Disabilities <i>Riverside-(909) 955-3122</i>		
		Money Smart Orientations- DOL & FDIC <i>East LA-</i> www.doleta.gov	Money Smart Orientations- DOL & FDIC <i>So. Central LA-</i> www.doleta.gov	
8	9	10	11	12
	WIA Performance Management-Adult <i>Long Beach</i> <i>(567) 570-3764</i>	WIA Performance Management-Youth <i>Long Beach</i> <i>(567) 570-3764</i>		
15	16	17	18	19
	WIA Performance Management-Adult <i>Los Angeles City</i> <i>(213) 485-0405</i>			
22	23	24	25	26
	WIA Performance Management-Youth <i>Los Angeles City</i> <i>(213) 485-9554</i>		Partnership Workshop <i>Orange County</i> <i>(714) 567-7521</i>	
29	30			

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Network News

EMPLOYMENT TRAINING NETWORK

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THE EMPLOYMENT TRAINING NETWORK

Resources for Workforce Investment Act (WIA) Programs

Information Exchange is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; E-mail - dcoad@edd.ca.gov; web site - www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of WIA related areas. The following services are offered by the Employment Training Network:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.